

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services/ Comprehensive Psychiatric Services - Family Forms

Demographics of Family Member Receiving Services - 2002

Person completing form provided demographics of their family member receiving services.

		Total Survey Returns		
		2002 Total ADA/CPS	2002 Total ADA	2002 Total CPS
SEX	Male	59.6%	59.4%	59.7%
	Female	40.4%	40.6%	40.3%
RACE	White	84.0%	80.4%	86.1%
	Black	9.0%	13.0%	6.6%
	Hispanic	2.6%	3.7%	1.9%
	Native American	0.8%	0.4%	0.9%
	Pacific Islander	0%	0%	0%
	Alaskan	0.1%	0.2%	0%
	Oriental	0.1%	0%	0.1%
	Bi-Racial	3.3%	2.2%	3.9%
	Other	0.3%	0%	0.4%
AGE	0-17	20.08	22.10	18.83
	18-49	71.7%	61.8%	77.8%
	50+	22.9%	35.7%	14.9%
		5.5%	2.4%	7.4%

Demographics of Family Member Receiving Services - 1999-2001

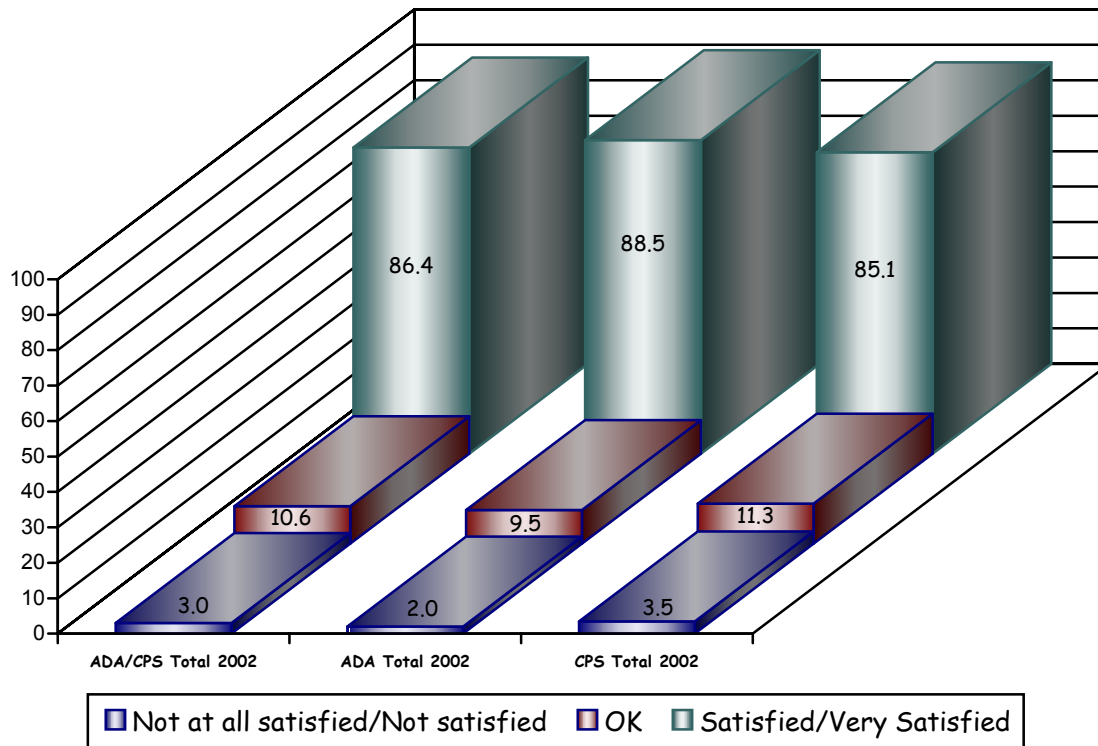
		Total Survey Returns								
		2001 Total ADA/CPS	2000 Total ADA/CPS	1999 Total ADA/CPS	2001 Total ADA	2000 Total ADA	1999 Total ADA	2001 Total CPS	2000 Total CPS	1999 Total CPS
SEX	Male	60.5%	58.1%	57.5%	62.9%	58.3%	58.3%	59.1%	58.0%	57.3%
	Female	39.5%	41.9%	42.5%	37.1%	41.7%	41.7%	40.9%	42.0%	42.7%
RACE	White	85.6%	82.2%	86.0%	86.1%	82.8%	77.9%	85.4%	81.9%	88.8%
	Black	9.6%	12.9%	10.2%	10.7%	11.8%	16.4%	8.9%	13.5%	8.0%
	Hispanic	0.9%	2.2%	1.9%	0.8%	2.7%	2.5%	0.9%	1.9%	1.7%
	Native American	0.6%	0.5%	0.9%	0.5%	0.5%	2.5%	0.6%	0.6%	0.3%
	Pacific Islander	-	-	-	-	-	-	-	-	-
	Alaskan	-	-	-	-	-	-	-	-	-
	Oriental	-	-	-	-	-	-	-	-	-
	Bi-Racial	0.2%	0%	-	0.5%	0%	-	0%	0%	-
	Other	3.2%	2.2%	1.1%	1.4%	2.3%	0.8%	4.2%	2.1%	1.1%
	AGE					25.12				
0-17		59.3%	61.4%	69.2%	45.1%	62.0%	68.5%	67.7%	61.1%	69.5%
18-49		34.6%	32.1%	21.7%	51.5%	35.3%	26.8%	24.6%	30.7%	19.9%
50+		6.1%	6.5%	9.1%	3.5%	2.7%	4.7%	7.7%	8.2%	10.7%

Sample Size

*Information is based on the number of returned forms
and the number of people served according to DMH billing records.*

	Number of Forms Sent	Number Forms Returned	Percent of Forms Sent Returned
Total ADA/CPS Family Members - 2002	10166	1219	12.0%
Total ADA/CPS Family Members - 2001	9317	1074	11.5%
Total ADA/CPS Family Members - 2000	9700	764	7.9%
Total ADA/CPS Family Members - 1999	5092	491	9.6%
Total ADA Family Members - 2002	3730	465	12.5%
Total ADA Family Members - 2001	2650	398	15.0%
Total ADA Family Members - 2000	2758	232	8.4%
Total ADA Family Members - 1999	1320	134	10.2%
Total CPS Family Members - 2002	6436	754	11.7%
Total CPS Family Members - 2001	6667	676	10.1%
Total CPS Family Members - 2000	6942	532	7.7%
Total CPS Family Members - 1999	3772	357	9.5%

Overall Satisfaction with Services Year 2002

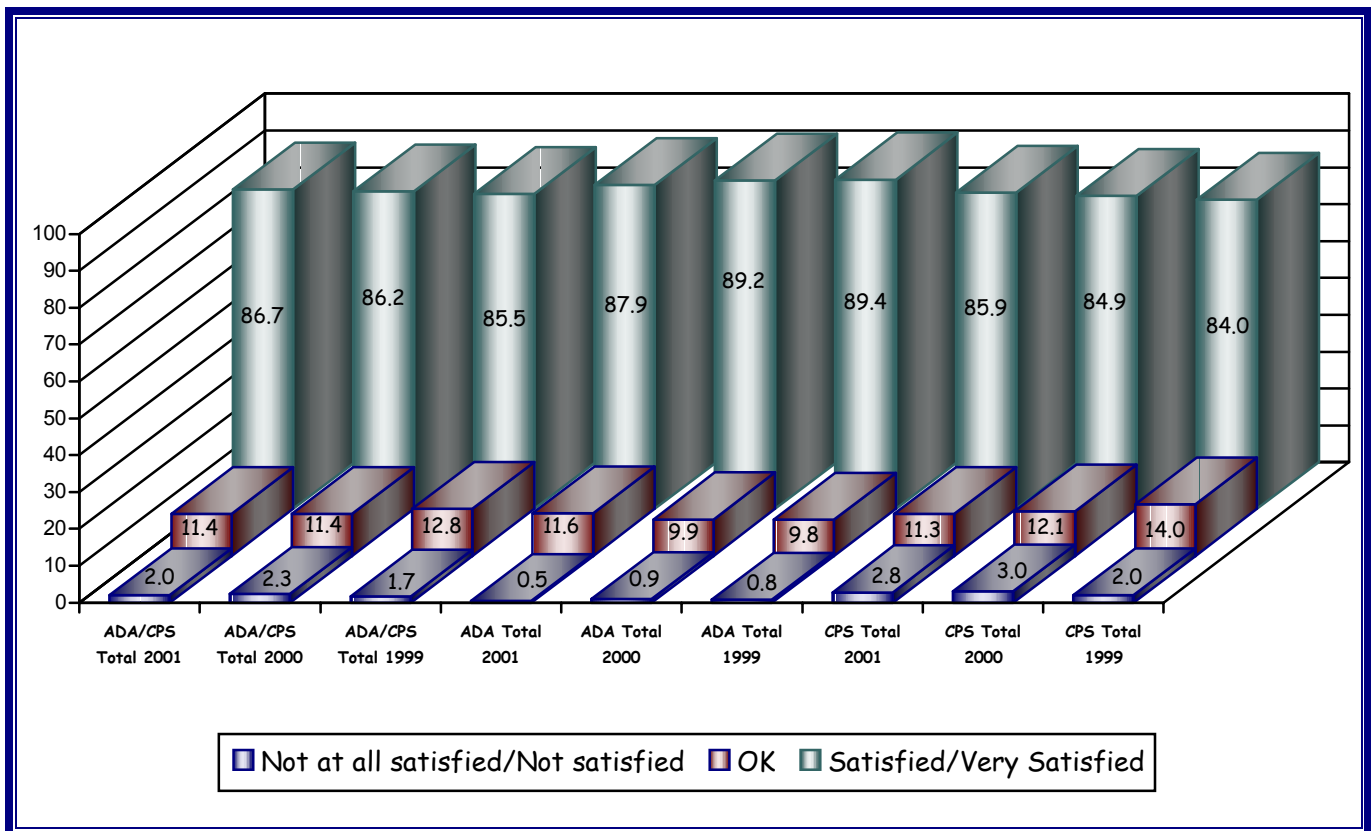


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 86.4% of the family members of consumers served by the Division of Alcohol and Drug Abuse (ADA) and the Division of Comprehensive Psychiatric Services (CPS) were "satisfied" or "very satisfied" with the services received during 2002. This showed a slight decrease from last year's 86.7%.
- The satisfaction ratings for the Division of Alcohol and Drug Abuse increased from a rating of 87.9% in 2001 to 88.5% in 2002.
- The Comprehensive Psychiatric Services decreased slightly from a rating of 85.9% in 2001 to 85.1% in 2002.

Overall Satisfaction with Services 1999-2001



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, the family members of consumers served by the Division of Alcohol and Drug Abuse (ADA) and the Division of Comprehensive Psychiatric Services (CPS) were "satisfied" or "very satisfied" with the services received each year.

Satisfaction with Services

Year 2002

How satisfied are you . . .	2002 Total Survey Returns	2002 Total Family ADA	2002 Total Family CPS
with the staff who serve your family member?	4.42 (1192)	4.38 (453)	4.44 (739)
with how much your family member's staff know about how to get things done?	4.29 (1187)	4.28 (451)	4.30 (736)
with how your family member's staff keep things about his/her life confidential?	4.52 (1181)	4.48 (453)	4.55 (728)
that your family member's treatment plan has what he/she wants in it?	4.28 (1165)	4.29 (451)	4.28 (714)
that your family member's treatment plan is being followed by those who assist him/her?	4.35 (1171)	4.39 (452)	4.33 (719)
that the agency staff respect your family member's ethnic and cultural background?	4.52 (1132)	4.50 (436)	4.53 (696)
with the services that your family member receives?	4.39 (1185)	4.43 (451)	4.37 (734)
that services are provided for your family member in a timely manner?	4.33 (971)	4.37 (236)	4.32 (735)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.			

Some of the key findings were:

- Statewide, family members of consumers served by the Division of Alcohol and Drug Abuse and the Division of Comprehensive Psychiatric Services reported that they were satisfied with the services received in 2002. All ratings were at least a mean of 4.00 ("satisfied").
- This year family members were most satisfied with the staff keeping things about the consumer confidential and with the staff's respect of ethnic and cultural backgrounds (mean of 4.52).
- This year family members were least satisfied with the content of the treatment plan (mean of 4.28)

Satisfaction with Services

1999-2001

How satisfied are you . . .	2001 Total Survey Returns	2000 Total Survey Returns	1999 Total Survey Returns	2001 Total Family ADA	2000 Total Family ADA	1999 Total Family ADA	2001 Total Family CPS	2000 Total Family CPS	1999 Total Family CPS
with the staff who serve your family member?	4.43 (1033)	4.43 (732)	4.48 (478)	4.39 (383)	4.39 (223)	4.51 (132)	4.45 (650)	4.45 (509)	4.47 (346)
with how much your family member's staff know about how to get things done?	4.28 (1021)	4.30 (722)	4.33 (475)	4.24 (372)	4.28 (218)	4.44 (131)	4.30 (649)	4.30 (504)	4.29 (344)
with how your family member's staff keep things about his/her life confidential?	4.49 (1016)	4.50 (722)	4.51 (470)	4.41 (376)	4.53 (219)	4.52 (128)	4.54 (640)	4.49 (503)	4.51 (342)
that your family member's treatment plan has what he/she wants in it?	4.23 (1002)	4.23 (724)	4.21 (470)	4.18 (369)	4.26 (224)	4.34 (128)	4.26 (633)	4.22 (500)	4.16 (342)
that your family member's treatment plan is being followed by those who assist him/her?	4.32 (1016)	4.36 (721)	4.36 (466)	4.31 (373)	4.38 (223)	4.42 (130)	4.33 (643)	4.35 (498)	4.34 (336)
that the agency staff respect your family member's ethnic and cultural background?	4.47 (979)	4.50 (700)	4.48 (446)	4.39 (361)	4.48 (215)	4.47 (130)	4.51 (618)	4.50 (485)	4.49 (316)
with the services that your family member receives?	4.39 (1019)	4.38 (726)	4.39 (475)	4.38 (372)	4.42 (223)	4.43 (132)	4.40 (647)	4.37 (503)	4.37 (343)
that services are provided for your family member in a timely manner?	4.34 (843)	4.34 (636)	4.33 (476)	4.34 (195)	4.40 (129)	4.44 (132)	4.34 (648)	4.32 (507)	4.29 (344)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.									

Some of the key findings were:

- Statewide, family members of consumers served by the Division of Alcohol and Drug Abuse and the Division of Comprehensive Psychiatric Services reported that they were satisfied with the services received each year. All ratings were at least a mean of 4.00 ("satisfied").
- In 1999, 2000, 2001 and 2002 family members were most satisfied with the staff keeping things about the consumer confidential. In 2002 family members were equally satisfied with the staff's respect of ethnic and cultural backgrounds. Family members were least satisfied each year with the content of the treatment plan.

Satisfaction with Quality of Life

Year 2002

How satisfied are you . . .	2002 Total Survey Returns	2002 Total Family ADA	2002 Total Family CPS
with how you spend your day?	3.61 (1094)	3.76 (443)	3.51 (651)
with where you live?	4.11 (1090)	4.01 (443)	4.18 (647)
with the amount of choices you have in your life?	3.72 (1097)	3.70 (447)	3.73 (650)
with the opportunities/chances you have to make friends?	3.62 (1103)	3.75 (448)	3.53 (655)
with your general health care?	4.01 (1104)	3.95 (449)	4.06 (655)
with what you do during your free time?	3.43 (1098)	3.53 (447)	3.35 (651)
<i>How safe do you feel...</i>			
in your home?	4.34 (1116)	4.27 (451)	4.40 (665)
in your neighborhood?	4.05 (1113)	4.00 (450)	4.08 (663)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.			

Some of the key findings were:

- The family member responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- The highest rating this year was with safety in the home (mean of 4.34).
- The lowest rating this year was with what the consumer did in his/her free time (mean of 3.43).
- In 2002, family members of consumers in the Division of Alcohol and Drug Abuse and Comprehensive Psychiatric Services reported the most satisfaction with safety in the home (mean of 4.34).

Satisfaction with Quality of Life

Year 1999-2001

How satisfied are you . . .	2001 Total Survey Returns	2000 Total Survey Returns	1999 Total Survey Returns	2001 Total Family ADA	2000 Total Family ADA	1999 Total Family ADA	2001 Total Family CPS	2000 Total Family CPS	1999 Total Family CPS
with how you spend your day?	3.59 (940)	3.66 (687)	3.83 (418)	3.81 (370)	3.88 (223)	4.22 (129)	3.44 (570)	3.56 (464)	3.66 (289)
with where you live?	4.07 (933)	4.13 (680)	4.12 (420)	3.99 (365)	4.13 (219)	4.35 (129)	4.12 (568)	4.12 (461)	4.02 (291)
with the amount of choices you have in your life?	3.73 (939)	3.80 (685)	3.84 (418)	3.78 (365)	3.95 (222)	4.20 (128)	3.71 (574)	3.73 (463)	3.68 (290)
with the opportunities/chances you have to make friends?	3.66 (943)	3.71 (688)	3.84 (414)	3.78 (369)	3.93 (225)	4.14 (124)	3.59 (574)	3.60 (463)	3.71 (290)
with your general health care?	4.00 (947)	4.06 (684)	4.00 (420)	4.04 (371)	4.16 (219)	4.42 (129)	3.98 (576)	4.02 (465)	3.81 (291)
with what you do during your free time?	3.45 (933)	3.58 (685)	3.74 (419)	3.58 (367)	3.87 (222)	4.17 (127)	3.37 (566)	3.44 (463)	3.55 (292)
How safe do you feel . . .									
in your home?	4.29 (959)	4.36 (685)	4.33 (415)	4.22 (376)	4.32 (224)	4.46 (125)	4.34 (583)	4.38 (461)	4.28 (290)
in your neighborhood?	3.99 (947)	4.11 (683)	4.21 (413)	3.95 (368)	4.13 (224)	4.34 (125)	4.02 (579)	4.10 (459)	4.15 (288)
The first number represents a mean rating. Scale: (How satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (How safe do you feel...): 1=Not at all safe . . . 5=Very safe. The second number represents the number responding to this item.									

Some of the key findings were:

- The highest rating each year was with safety in the home (means of 4.34 in 2002, 4.29 in 2001, 4.36 in 2000 and 4.33 in 1999).
- The lowest rating each year was with what the consumer did in his/her free time (means of 3.43 in 2002, 3.45 in 2001, 3.58 in 2000 and 3.74 in 1999).